

IN THE CLAIMS

Please amend the Claims as shown below:

1. (Currently Amended) A computer-implemented method of addressing problems associated with customer orders, comprising:

receiving an order for delivery of a product placed by a customer at a workflow program operating on a computer system;

initiating a workflow process to handle delivery of product of the order to the customer at the workflow program, wherein the workflow program performs functions for delivering the product to the customer;

monitoring the workflow process to detect any problems related to the delivery of the order by the workflow program;

notifying a human call center agent by a proactive call center operating on a second computer system if a problem related to delivery of the product to the customer occurs during the processing of the order which enables the human call center agent to proactively contact the customer; and

proactively establishing a telephonic interaction by said proactive call center between said human call center agent and the customer in response to the problem to resolve the problem.

2. (Previously Presented) The computer-implemented method of Claim 1 further comprising automatically fixing the problem and informing the

customer of the problem and the solution before being contacted by the customer.

3. (Previously Presented) The computer-implemented method of Claim 1 further comprising researching the problem, explaining the problem to the customer, and proposing a solution to the customer before being contacted by the customer.

4. (Previously Presented) The computer-implemented method of Claim 1 further comprising establishing a collaboration session between representatives of the customer and the seller to resolve the problem.

5. (Previously Presented) The computer-implemented method of Claim 1, wherein the order is placed on-line.

6. (Previously Presented) The computer-implemented method of Claim 1, wherein the order is placed via a B2B exchange or B2B enterprise resource planning.

7. (Cancelled)

8. (Cancelled)

9. (Cancelled)

10. (Currently Amended) A proactive call center system comprising:

means for receiving an order for delivery of a product placed by a customer;

means for initiating a workflow process to handle delivery of the product of the order;

means for monitoring the workflow process to detect any problems related to the delivery of the order;

means for notifying a human call center agent if a problem related to delivery of the product to the customer occurs during the processing of the order; and

means for proactively establishing a telephonic interaction between said human call center agent and the customer in response to the problem to resolve the problem.

11. (Original) The proactive call center system of Claim 10 further comprising means for automatically fixing the problem and informing the customer of the problem and the solution before being contacted by the customer.

12. (Original) The proactive call center system of Claim 10 further comprising means for researching the problem, explaining the problem to the customer, and proposing a solution to the customer before being contacted by the customer.

13. (Original) The proactive call center system of Claim 10 further comprising means for establishing a collaboration session between representatives of the customer and the seller to resolve the problem.

14. (Original) The proactive call center of Claim 10, wherein the order is placed on-line.

15. (Original) The proactive call center of Claim 10, wherein the order is placed via a B2B exchange or B2B enterprise resource planning.

16. (Currently Amended) A computer-readable medium having stored thereon instructions for addressing problems associated with customer orders, comprising:

receiving an order for delivery of a product placed by a customer;

initiating a workflow process to handle delivery of the product of the order;

monitoring the workflow process to detect any problems related to the delivery of the order;

notifying a human call center agent if a problem related to delivery of the product to the customer occurs during the processing of the order; and

proactively establishing a telephonic interaction between said human call center agent and the customer in response to the problem to resolve the problem.

17. (Previously Presented) The computer-readable medium of Claim 16 further comprising automatically fixing the problem and informing the customer of the problem and the solution before being contacted by the customer.

18. (Previously Presented) The computer-readable medium of Claim 16 further comprising researching the problem, explaining the problem to the customer, and proposing a solution to the customer before being contacted by the customer.

19. (Previously Presented) The computer-readable medium of Claim 16 further comprising establishing a collaboration session between representatives of the customer and the seller to resolve the problem.

20. (Cancelled)

21. (Cancelled)

22. (Currently Amended) A proactive call center system comprising:

- an interface which receives an order for delivery of a product placed by a customer on-line;
- a server for executing a workflow process coupled to the interface that executes the order for delivering the product to the customer;
- logic coupled to the server which monitors the workflow process to detect any problems which may occur related to the delivery of the order;
- a communications device coupled to the logic which notifies a human call center agent if a problem related to delivery of the product to the customer occurs during the processing of the order which enables the human call center agent to proactively contact the customer to resolve the problem; and
- a call center coupled to the communications device for proactively establishing a telephonic interaction between the human call center agent and the customer to resolve the problem.

23. (Previously Presented) The proactive call center system of Claim 22, wherein the human call center agent automatically fixes the problem and informs the customer of the problem and the solution before being contacted by the customer.

24. (Previously Presented) The proactive call center system of Claim 22, wherein the human call center agent researches the problem, explains the problem to the customer, and proposes a solution to the customer before being contacted by the customer.

25. (Original) The proactive call center of Claim 22 further comprising a collaboration system which establishes a collaboration session between representatives of the customer and the seller to resolve the problem.

26. (Cancelled)